



## Axion SMS Information

### SMS Via the Web Portal – <https://cp.hivepbx.com>

SMS via the Axion Customer portal is quick and simple and accessible anywhere you have internet access. If you need help getting your account created, please contact our support by emailing [support@axionco.com](mailto:support@axionco.com). After your account is created, you will receive an account access details email including a link to set your password and access the portal.

Once logged into the Axion Customer portal (<https://cp.hivepbx.com>) go to HUD<sup>beta</sup> at the top where you will see a section labeled SMS with an envelope symbol above. Here you can see any current conversations. If you have no current conversations, you'll see a **Send SMS** option at the top where you can click to start a new text message. If you do have existing conversations, you'll have a **Search SMS** bar in the center where you can search your messages as well as a **speech bubble icon with a plus(+)** to start a new text message. Simply enter the phone number (including area code) you wish to message in the **Phone number** field or if you're messaging a contact you have previously saved, you can choose them from the Contact drop down. Optionally you can send group messages to multiple numbers by pressing the + symbol and entering in additional numbers or contacts.

Once you've finished entering the numbers or contacts you wish to message, you can start typing your message in the **Text** section, or send media such as an emoji, voice recording or image by choosing one of the available options on the right side of the text input field.

Finally, to send, click the blue **Send SMS** button.

\*The button will be greyed out until the phone number or numbers you've inputted are valid and your message is no longer blank and has some content (text, emoji, voice records, photo, etc).

Once the initial message is sent, you'll see your conversation in a familiar layout in the center of the portal with an option at the bottom to send additional messages.

Current text conversations will be listed in the center section of HUD however a list of all will be in left most section, below **Contacts** in **SMS**. You can open and continue any of those by choosing the speech bubble icon next to them.